
CHUKWUEMEKA DIVINE CHINONSO

Customer Support Specialist | Virtual Assistant | Data Entry Officer
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Professional Summary

Results-driven Remote Customer Support Specialist and Virtual Assistant with 4+ years of experience supporting global clients across chat and email. Proven track record of managing high-volume inquiries, resolving complex issues, and exceeding KPIs for response time, ticket resolution, and customer satisfaction. Highly skilled in Zendesk, HubSpot, and remote collaboration tools. Open to all time zones and fast-paced remote environments.

Core Skills

- Customer Support & Chat Support
- Virtual Assistance & Administrative Coordination
- CRM Tools: HubSpot, Zendesk,
- Email & Calendar Management
- Data Entry, Reporting & KPI Tracking
- Process Improvement & Workflow Optimization
- Time Management & Multitasking
- Problem Solving & Conflict Resolution
- Cross-Functional Collaboration

Tools & Systems

- CRM/ Communication Tools: Zendesk, HubSpot, Slack, Zoom, Google Meet
- BI Tools: PowerBI, Looker, Tableau, Superset, Redash
- Productivity: Google Workspace, Notion, Trello,
- Support Channels: Live Chat, Email, Helpdesk Systems
- Documentation & Reporting: Microsoft office, Google Sheets, Internal Knowledge Bases

Professional Experience

Customer Support Representative | Albert Ltd (Remote) | 2023 – 2024

- Managed 100+ client inquiries daily via live chat and email, achieving a 95% customer satisfaction rate.
- Resolved technical and account-related issues for clients across multiple time zones, improving ticket resolution time by 20%.
- Collected and analysed recurring customer feedback, providing actionable insights to the product team to enhance platform usability.
- Trained and mentored 5 new remote support team members on CRM best practices, ticket management, and effective communication.

Administrative Assistant | Grand View Hotel | 2019 – 2022

- Coordinated daily administrative operations including email correspondence, meeting scheduling, and records management for a team of 20+.
- Streamlined guest communication processes, improving guest satisfaction ratings by 30%.
- Managed expense reports, supply inventories, and staff schedules to optimize operational efficiency.
- Supported management in data reporting, KPI tracking, and cross-departmental coordination.

Performance Snapshot

- 85+ daily customer interactions handled
- 95% average CSAT score
- 20% reduction in ticket resolution time
- 5 remote hires trained and onboarded

Education

B.Engr in Agric & Bio-resources Engineering | Nnamdi Azikiwe University | 2021

Certifications

- Google Project Management Certificate (in view)
- Remote Work Foundations – LinkedIn Learning
- Customer Service Fundamentals – Coursera

Key Achievements

- Increased customer service ratings from 82% to 95% within six months through structured client feedback and process improvement.
- Recognized for 'Outstanding Remote Support Excellence' by Google Global Operations (2023).
- Successfully trained and onboarded 5 remote support staff, improving team efficiency and ticket resolution rates.

Remote Work Strengths

- Asynchronous communication across global time zones
- Independent task management with minimal supervision
- Clear written communication for chat-based support
- Strong documentation and handover practices